

I. List 3-5 Student Learning Outcomes for students enrolled in your program.

These should be broad overarching learning goals. They are bigger than objectives.

In our department we teach students to approach solving problems by relying on a thorough understanding of the theoretical aspects of medical assisting and proficiency in clinical skills and procedures in a medical setting.

- * Students will be able to perform basic clinical skills in order to perform competently in a medical office and laboratory.
- * Students will be able to use critical thinking in applying the medical assisting and phlebotomy process in the medical office setting, labs, and in a variety of settings.
- * Students will be able to apply effective written, verbal and nonverbal communication techniques with patients, families and other members of the health care team.
- * Be familiar with community resources to assist families in need.
- * Safely and accurately perform procedures in a medical setting.
- * Instruct and educate patients and families effectively.
- * Practice within the ethical and legal scope of professional medical assisting and phlebotomy.
- * Use good judgement, professional dress, patient's privacy rights, and practice cultural sensitivity at all times.

II. Align the Program Level SLOs with the College Goals.

Briefly discuss how your program meets the goals of the college.

The Medical Assisting/Phlebotomy Programs satisfies the College goals in several ways:

- * The M.A. & Phlebotomy programs prepare students for career training in the medical and laboratory environment.
- * Promotes a positive learning environment for growth and development through classroom instructional labs, tutoring and clinical externships.
- * Develops basic skills and intellectual development.
- * Our courses prepare students to meet with cultural diversity in the medical office environment.
- * All Medical Assisting courses are stand-alone transfer courses for a general education or meets the requirements to transfer to a four year college or institution.

III. Assess the student success in your program.

How do you know students learned the core SLOs by the completion of curriculum/program. Include data to support these findings.

The programs purpose is to educate and assist students in performing skills necessary to function in the medical assisting environment. Core SLO's are measured by:

- * Competent skills demonstrations in labs and passing grades with more than a 70% grade. As students complete one skill another more advanced skill is introduced therefore one skill is built upon another, the building and advancement of skills prepares the student for employment.
- * Students will also understand basic medical terminology, basic disease and its implications, pharmacology, financial billing and coding, medisoft programs, keyboarding and computer programs.
- * Students will be able to perform administrative duties in a medical office competently.
- * Students in the Phlebotomy program will pass their State Licensure Exam and continue to maintain their licenses. Medical Assisting students will continue to enhance their skills level.
- * At the end of each semester and clinical externship students are surveyed. Students are asked to evaluate their class/clinical externship and compare with course syllabus and objectives. This information is reviewed by the instructor and the findings are used to improve student success and SLO's.

IV. Document student success/achievement in the program.

Possible documentation materials might include Degrees, Awards, Transfer, Portfolios, Capstone Assignments, Success in Job Placement, etc.)

The Medical Assisting discipline averaged a 83.85% retention rate compared to a statewide medical assisting retention rate of 85.75%. Success rates for the M.A. program averaged 67.69% compared to a statewide average success rate of 74.06%.

During the past four years a full-time instructor/coordinator was hired. New DVD's were purchased, equipment and supplies, course outlines are being updated and the State Licensed Phlebotomy program was reoffered in Spring of 2007.

Medical assistants who have graduated from the program are highly desirable and marketable in Marin County. The majority of graduates are successful in achieving their goals and some transfer into the nursing program or transfer to a four year college or institution.

V. Note areas for future improvement.

Address needs of program like curricular innovation, resource allocation, upgrading facilities, technology, unit allocation, staffing, etc.

- *The Office of Organization Planning and Development needs to develop a student progress tracking system which would; identify student needs and goals; track transfers to two or four year institution or enrollment in the nursing program; success and personal development.
- *The tracking system will be able to follow the students for a minimum of at least 3 years.
- *Future improvement needs are bigger labs, and smart classrooms.
- *Additional clerical help at the IVC Campus.
- *Fulfillment of the part-time phlebotomy instructors position.
- *Another full-time instructors position.
- *High School Diploma or GED required before entering the M.A. program
- *Equipment and supplies needed to run the programs more efficiently.

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